# SSC Network Services Cover Sheet

## Services for the Student Success Center Network Through 2020 – Revised May 2019

This document provides Student Success Centers with a current summary of service offerings, their availability, and timing through spring 2020. **JFF will update this summary with new information on an ongoing basis. JFF will continue to collaborate with Centers (via our annual survey and other means) and service providers to develop and refine services so that they are both responsive to Center needs and priorities, and based on lessons from the field about impactful practices for students.**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Service Provider(s)</th>
<th>Service Offerings</th>
<th>“Services in Action” – Examples from the SSCN</th>
<th>Guidance on Current Service Availability</th>
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<tbody>
<tr>
<td><strong>NEW – Building Guided Pathways TA Strategies</strong></td>
<td>NCII</td>
<td>• Center site visits</td>
<td>NCII works with Centers to</td>
<td>Dates currently available from <a href="#">July to Dec 2019</a>; contact your JFF state team for more info</td>
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</table>
| TA approaches for supporting guided pathways design and implementation | Full service description [here](#) | • Virtual consultation (Both aimed at helping Centers identify and refine TA strategies for supporting guided pathways design and implementation for colleges) | • determine implementation and scaling questions,  
• examine current TA design and strategy, and  
• make recommendations for designs moving forward |                                                                                                              |
<p>| <strong>Center Strategy and Sustainability</strong>           | Baldwin Consulting  | • Consultation calls                                                              | • Consultation on creating or revamping SSC advisory boards                                                  | Currently available through <a href="#">Dec 2019</a>; contact your JFF state team for more info                         |
| Strategic Planning                                | Full service description <a href="#">here</a> | • State site visits                                                               | • Support in designing and developing SSC strategic plans that align with broader state goals and priorities  |                                                                                                              |
| Advocacy                                         | JFF                 | • Planning in-state meetings on strategy and sustainability for systems/associations and college teams | • Facilitation of strategic planning workshops with SSCs and their key stakeholders (e.g., <a href="#">OR</a>)         |                                                                                                              |
| Sustainability                                    |                      | • Center advocacy to funders and other stakeholders                                |                                                                                                               |                                                                                                              |</p>
<table>
<thead>
<tr>
<th><strong>NEW – SSCN Learning Exchanges</strong></th>
<th><strong>Policy and Advocacy</strong></th>
<th><strong>Data and Evaluation</strong></th>
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<tbody>
<tr>
<td>JFF <a href="#">Form and service description found here</a></td>
<td>JFF <a href="#">Full service description here</a></td>
<td>ASA Research <a href="#">Full service description here</a></td>
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<td>Support for Centers to design and engage in targeted learning exchange opportunities within the SSCN to learn from peer Centers and institutions</td>
<td>Strategic consultation and support to advance Center and host org policy priorities and advocacy strategies (8 hours available for all Centers; deeper support available to subset of Centers upon request)</td>
<td>College or state assessments on IR capacity/data use</td>
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<td>Communications/messaging</td>
<td>Workshops on strategic data use (incl. KPI use, etc.)</td>
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<td>Policy research and analysis</td>
<td>Presentation on KPIs</td>
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<td>Facilitation and/or presentations at in-state stakeholder meetings</td>
<td>Data Planning Toolkit</td>
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<td>Peer learning policy sessions during SSCN convenings</td>
<td>Training Data Coaches for IR Capacity Support (NC)</td>
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<td>Policy papers, briefs, frameworks</td>
<td>Currently available through 2020; contact your JFF state team for more info</td>
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<td>State and institutional policy assessment tools</td>
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<td>RFA</td>
<td>Communications</td>
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<tr>
<td><strong>Full service description here</strong></td>
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### RFA
- Customized workshops for Centers and other stakeholders
- Train-the-trainer for data coaches
- Consultation calls regarding evaluation of SSC activities and impact
- Strategic data coaching for colleges

### Development of Toolkit:
- Center Progress Dashboard
- Resource Guide
- Survey Item Bank
- Training workshops for SSCN on implementation and strategic use of dashboard

Currently available through **2020**; contact your JFF state team for more info

### Communications
- Strategic consultation and customizable support to address Center communications needs (8 hrs available per Center)
- Center-specific and network-wide communications collateral
- Messaging / storytelling support
- Edit and design support for Center print and web materials
- Templates and tools for communications strategic planning
- Network workshops and webinars on communications strategy

- One-pager to depict how SSCs serve all colleges while providing deeper supports to cohorts of colleges in planning and implementation of guided pathways (e.g., OR, NC)
- Communications strategic planning, including consultation on messaging, audiences, cadence/purpose of comms, etc. (e.g., CT, MI, OR)
- State-specific graphics and tools (e.g., WA Guided Pathways Graphic)

Currently available through **Dec 2019**; contact your JFF state team for more info
| Change Leadership                      | The Aspen Institute | • Access to Aspen’s “Leading for CC Excellence: Curricular Resources”  
| Internal Engagement                   | Full service description here | • Equity Framework  
| External Engagement                   |                         | • Webinars and in-person workshops for SSCN  
| Equity Improvements                   |                         | • Consultation calls  
|                                      |                         | • In-person, customized workshops and trainings for guided pathways, change management, and hiring tools/processes for stakeholders and college teams  
|                                      |                         | • Stakeholder meetings  
|                                      |                         | • Seminars on change leadership and external partnerships for SSCN  
|                                      |                         | • Workshop for college presidents on presidents’ role in supporting guided pathways implementation  
|                                      |                         | • Workshop for trustees on board’s role in supporting guided pathways (e.g., CA)  
|                                      |                         | • Training for presidential search and hiring committee (e.g., CT)  
|                                      |                         | • Workshop on Leading for Equity (e.g., MI, NY)  
|                                      |                         | Currently limited availability through Dec 2019; contact your JFF state team for more info  
| Planning and Implementing Guided Pathways | NCII | • Access to materials and tools (e.g. ROI calculator, pathways presentations, recordings, questionnaires)  
| Case-making                           | Full service description here | • Webinars and in-person workshops for SSCN and Center stakeholders  
| Meta-majors                           |                         | • Consultation calls  
| Program Mapping                       |                         | • Site visits  
| ROI                                   |                         | • Content development  
| Stakeholder Engagement                |                         | • Custom workshops for various stakeholders, e.g. college teams  
| Student Financial Stability           |                         | • Guided pathways implementation information sharing via institutes and other college convenings  
|                                      |                         | • Faculty forums  
|                                      |                         | • Student financial stability workshops  
|                                      |                         | • Facilitation of conversations with key stakeholders, e.g., trustees meetings, guided pathways working groups, faculty, and others  
|                                      |                         | Services fully committed for current services cycle  
| Advising and Student Supports Redesign| Achieving the Dream | • Early access to ATD’s Holistic Student Supports (HSS) Redesign Toolkit (now publicly available)  
| Holistic Student Supports Redesign    | Full service description here | • Conference sessions planned specifically for SSC staff and state teams, at ATD meetings  
| Advising Prof Dev                     |                         | • Programming and support for SSC teams at Holistic Student Supports Institute  
| Technology and IPASS                  |                         | • Customized advising redesign institutes – sample one-day and two-day agendas  
| Student Financial Stability           |                         | Services fully committed for current services cycle  
|                                      |                         |  

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<tr>
<th>SSCN Coaching Program</th>
<th>Community College Research Initiatives at the University of Washington</th>
<th>Coaching Grant:</th>
<th>Coaching Grant Examples:</th>
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<tbody>
<tr>
<td>Coaching Grant (Implementation and Learning Grants)</td>
<td>Achieving the Dream JFF</td>
<td>• SSC Network-wide access to learnings from grantees</td>
<td>• Framework for Coaching Role – Webinar (NJ)</td>
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<td>Guided Pathways Coaching Training</td>
<td>Full service description here</td>
<td>• Group check-ins for learning and implementation cohorts</td>
<td>• Lessons Learned from Coaching Pilot brief</td>
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<td>• In-person events and webinars</td>
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<td>• Direct support to SSCs, customized design and delivery of state coaching strategies, coaching training and support (e.g., state-specific workshops and webinars)</td>
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<td>Coaching Training:</td>
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<td>• Access to training materials</td>
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<td>• Year-long training (guided pathways content and coaching strategies, and community of practice) for Center-identified coaches</td>
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<td>Coaching Training Examples:</td>
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<td>• Syllabus for the year-long program</td>
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<td>• Coaching training resource materials in Canvas platform</td>
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<td>• Training and support of coaches within a community of practice</td>
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<td>• Virtual and in-person learning events</td>
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<td>o Slides for kick-off webinar w/all coaches</td>
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### Supporting Underprepared Students

- **Dev Ed Reform**
- **Multiple Measures Assessment and Placement**
- **Math and English Pathways**
- **Academic Readiness**

**Carnegie Math Pathways at WestEd**
- The Charles A. Dana Center

**Full service description here**

- Resources, templates and tools to support reform strategies
- Webinars and in-person workshops for SSC and/or institutions
- Statewide institutes
- Math Pathways Implementation support
- Train-the-trainer opportunities

- Facilitate workshops to develop plans to implement and/or expand mathematics and English pathways
- Environmental scan of co-requisite models in English and mathematics
- Virtual consultations for EDs and/or institutional leaders on aligning math pathways with guided pathways and course design and development including co-requisites

**Services fully committed for current services cycle**

### Assessments for Guided Pathways

- **Scale of Adoption Assessment**
- **Online assessment and statewide dashboards**

**Community College Research Center**

**Full service description here**

- Materials, resources, tools, protocols, templates for SOAA process
- Webinars and in-person workshops for SSCN – including train-the-trainer
- Consultation calls and support on validation processes
- In-person or webinar SOAA launch for statewide institutes for college teams

- Conducted validation calls following SOAA administration
- Developed protocol for validation calls
- Creation of packaged reports to share information with the colleges
- Support for incorporating equity items
- Creation of augmented tools to facilitate Center use of assessments

**Current detailed services fully committed for current services cycle.**

**Updated assessment services for Guided Pathways forthcoming late Spring 2019.**